State of Louisiana

DIVISION OF ADMINISTRATION
OFFICE OF THE COMMISSIONER

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TO: Undersecretaries
               ISIS Technical Coordinators

FROM: Whit Kling
               Deputy Undersecretary

SUBJECT: Hardware/Software Requirements for 2003 for ISIS HR, Employee Self-Service (ESS) and Related Components, New ISIS Applications

During 2003, ISIS HR will deploy a new online help system, *InfoPak,* a new interactive tutorial, *SAP Tutor*, SAP GUI software release 6.20, *SAP Enterprise Portal* as a replacement for ESS and another major upgrade of the SAP software from 4.6C to Enterprise 4.7. These new components will require the rollout of new software within your agency and coupled with the elimination of support by SAP for some Microsoft platforms may affect the allocation or procurement of workstation hardware being used for this system.

The new online help system, InfoPak will be deployed for ISIS HR in February. InfoPak is web based and requires Internet Explorer 5.5 or higher. In order to keep the help open and on the top of the HR screens, a small executable file should be installed on the C drive. Since the file must be installed in the same directory statewide, it is currently our plan to define the path as C:\Program Files\InfoPak\rwdhelp.exe. This file will be placed on our website for distribution. It is easily installable by users if they have permission to write files to the C drive of their PC. While installation is not mandatory, it is strongly recommended. Users and/or technical coordinators should install this file if they want to better control the behavior of the on-line help on the desktop.

InfoPak will also be used by other ISIS applications, beginning in the fall of 2003 with a web based catalog shopping cart application that extends the functionality of AGPS.

In the fall of 2003, the upgrade of the SAP software from 4.6C to Enterprise 4.7 and the statewide deployment of the SAP Enterprise Portal as a replacement for ESS are planned. InfoPak and SAP Tutor will be deployed for the SAP Enterprise Portal and ISIS HR users. SAP Tutor requires the installation of a player on the desktop. While again, the plan is to distribute this via the ISIS website, more analysis is required before a decision is finalized. As with the InfoPak help file, it is easily installable by users if they have the proper permissions to write files to the C drive of their PC. **Speakers or headphones are recommended for future deployments of on-line training.**

The new SAP GUI will be distributed via CD to technical coordinators by the end of this fiscal year. The new GUI **MUST** be installed prior to the SAP upgrade in the fall. The official upgrade schedule will be finalized and published depending on the release schedule of the new software by SAP. At least **two** months notice will be given to agencies to complete their GUI

installation. If possible, the InfoPak file and the SAP Tutor Player will be included on the SAP GUI CD to, hopefully, allow the technical coordinators to make only one visit to each affected desktop during the year.

It is very important that agencies run SAP GUI under Windows 2000 or XP. SAP closely links their support to that offered by Microsoft. The test of current version of the SAP GUI (6.2) on a Windows 95 machine against the 4.6C database appears to work. However, since Windows 95 is no longer supported by Microsoft or SAP and in June, Windows 98 and Windows NT 4.0 will no longer be supported by Microsoft or SAP, the Division of Administration cannot guarantee that the unsupported versions will continue to work or more importantly, will work with the new SAP software version, Enterprise 4.7. If your agency encounters problems, you will need to upgrade your hardware and/or operating system.

Minimum hardware requirements for the SAP GUI and the Enterprise Portal (all employees) are provided in the attached technical specifications. Also included are recommended hardware configurations developed by the Office of Computing Services (OCS), including a new workstation acquisition. This new workstation configuration is less than $1,250 total, which is allowable by the Office of Information Technology (OIT).

Internet Explorer 5.5 or higher is required for **ALL** components. Internet Explorer 6 is currently recommended by OCS for Windows 2000 and XP. In accordance with OIT policies, Netscape is not supported.

At the present time, SAP continues to support Windows Terminal Server and Citrix solutions for those agencies that choose not to upgrade PC hardware. While SAP supports this solution, the Division of Administration cannot support hardware and/or software for which we have no expertise. **Please be aware that network printing is mandatory for agencies deploying these solutions.** Technical support will be strictly limited to transferring notes available for download from the on-line service system to the requesting agencies.

Finally, while it is not required, agencies are strongly encouraged to migrate to network printing. Network printing provides greater performance for both the user and the system as a whole. For those agencies that must continue with local printing, please make sure your users are aware of the information contained at Important ISIS HR local printing information .

If you have any questions or need additional information regarding the hardware/software requirements in this document, please contact Gerry Hanson, Office of Information Services, at (225) 342-8358.

c: Ray Stockstill, Director of the Office of Planning and Budget
        Chad McGee, Chief Information Officer
        Louisiana Technology Advisory Group
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SAPGUI Requirements (ISIS HR Users—Employee Administrators/Time Administrators)

In reviewing the specifications, SAP defines "*Minimum*" requirements as one SAP session and one browser session. The "*Recommended*" requirements are defined as three sessions of SAP, one browser session and one office product.

Windows 2000 (a preferred GUI / Platform combination)

SAPGUI 4.6D (supported in Windows 2000 thru 03/31/2007)
- browser: Internet Explorer 5.0 or higher)
- colors: minimum 256; recommended 32000
- resolution: minimum 1024 X 768; recommended 1024 x 768
- monitor: minimum 17"; recommended 17"
- processor: minimum P200+; recommended P200+
- memory: 64 MB; 96 MB

SAPGUI 6.20 (supported in Windows 2000 thru 03/31/2007)
- browser: Internet Explorer 5.5 or higher
- colors: minimum 256; recommended 32000
- resolution: minimum 1024 X 768; recommended 1024 x 768
- monitor: minimum 17"; recommended 17"
- processor: minimum P200+; recommended P200+
- memory: 64 MB; 96 MB

Windows XP (a preferred GUI / Platform combination for SAPGUI 6.20)

SAPGUI 4.6D (not supported for Windows XP)

SAPGUI 6.20 (end-of-support-date has yet to be determined)
- browser: Internet Explorer 5.5 or higher
- colors: minimum 256; recommended 32000
- resolution: minimum 1024 X 768; recommended 1024 x 768
- monitor: minimum 17"; recommended 17"
- processor: minimum 233+ MHz; recommended 300+ MHz
- memory: 64 MB; 128 MB

Windows 95 - NO longer supported for SAPGUI 4.6D or SAPGUI 6.20

Windows 98 – NOT supported for SAPGUI 4.6D or SAPGUI 6.20 after *06/30/2003*

Windows NT 4.0 – NOT supported for SAPGUI 4.6D or SAPGUI 6.20 after *06/30/2003*

Windows ME - not recommended for SAPGUI 4.6D or SAPGUI 6.20

Unsupported Items

ISIS HR does not support:
- CITRIX & Windows Terminal Server (available documentation will be provided)
- Server-based server-dependent SAPGUI where the SAPGUI binary files reside on an "application" server. If this SAPGUI Architecture is required by an agency, sufficient documentation will be provided.

SAP Basis does not support a server-based local installation server (SMS, Tivoli, and Others). This allows the SAPGUI installation files to be copied and installed to a client PC from a server-based local installation server. If this SAPGUI architecture is required by an agency, sufficient documentation will be provided.

Network Printing Requirements

ISIS HR encourages network printing because the network node processor is always active (when the printer is switched on) and network printing reduces the work load on the ISIS HR system because local windows printing processing is not required. In order for an agency to switch from local windows printing to network printing, a small network node processor needs to be installed. A printer is converted into a network printer when a small network node processor is installed, either as a plugin card or small peripheral device. A small network node process of this type usually implements a TCP/IP protocol stack and a Berkeley-compatible "lpd." A network printer can created by any product that provides a printer with a direct TCP/IP connection. An Example of a product of this type currently used is the HP-jet-direct cards/boxes.

SAP Enterprise Portal Requirements (Employees accessing Employee Self Service-ESS)

Hardware requirements for portal client machines:
- Pentium II 450 MHz CPU
- 128 MB RAM or more
- Screen resolutions of 1024 x 768 pixels, thousands of colors

The supported front ends for the portal are :

Windows 95 (*)	IE 5.5 SP2
Windows 98 (*)	IE 6.0 (Windows 2000 and Windows XP)
Windows ME	
Windows NT 4.0 SP 6a	
Windows 2000	
Windows XP	

* Certain design elements are not displayed correctly, but the portal functionality is not impaired

Tech Requirements for Calendar Year 2003
ISIS HR System

Office of Computing Services (OCS)
Workstation Recommendations

Component	Minimum	Recommended for New Purchases
Central Processor	450 MHz	2.0GHz - 2.4GHz
Memory (RAM)	256 MB	512 MB
Disk	10 GB	20 GB
Monitor	15"	17"
Video Memory	8 MB	32 MB
Network Interface Card	10/100 Mb	10/100/1000
CD-ROM	24x	48x
Backup	3.5 or Zip	CD-RW or Zip

- The Office of Information Technology (OIT) has established a $1,250 standard for purchase of new desktop computers.

- Speakers, headphones, etc. are not included in purchase.

- Business case justifications are required for items that exceed the target specifications and price (e.g., larger or flat-panel monitors)

- Heavy use of CAD and GIS or other intensive applications may increase requirements for system and should be specifically documented in requests for exceptions on funding/procurement.